



## IT Support Officer

- **Full-time position**
- **Newcastle office location**
- **Friendly and well supported working environment**
- **Salary packaging available**
- **ASAP start**

### About Us

GP Synergy is a leading provider of general practice training funded by the Australian Government to deliver vocational training to doctors seeking to specialise as general practitioners across NSW and ACT from 1 January 2016.

We are committed to building a skilled general practice workforce by delivering a high quality education and training program that is responsive to regional population health needs.

Our organisation is underpinned by our values - respect, excellence and initiative.

### The Role

GP Synergy is a committed and experienced IT Support Officer who shares our values, to join our IM/IT team in our Newcastle office.

Reporting to the Systems Administrator, the IT Support Officer will be responsible for the daily support and helpdesk for all Information Technology Systems across NSW & ACT.

The primary function of this role includes the daily routine support of all IT resources within the company to ensure seamless operations. The role requires a high degree of hands on Information Technology experience combined with phone and remote desktop support.

He/she must have the ability to manage multiple competing tasks and ensure that they are available to support education activities at all times they occur. This may involve some travel, or out of hours work and requires a high degree of knowledge of Microsoft operating systems, knowledge of video conferencing and networking and ITIL service principles.

### Selection Criteria

To be considered for this opportunity, applicants must meet the following criteria:

- Knowledge of Microsoft Windows Networking, basic network infrastructure, ITIL support methodologies and support techniques
- Tertiary qualifications or experience in Information Technology
- MCP qualifications, training or extensive experience in supporting this environment
- Exposure to ITIL support environments
- Relevant and current experience in education and/or training environment
- Current unrestricted motor vehicle licence and own transport.

### Further Information

For further information and to obtain the Position Description, please visit our website <http://www.gpsynergy.com.au> About Us > Employment Opportunities or contact Alison Micovski, Human Resource Coordinator on [recruitment@gpsynergy.com.au](mailto:recruitment@gpsynergy.com.au)

### How to Apply

Please email your covering letter addressing the criteria and requirements coherent to the Position Description together with your resume, making reference to the position and applicable office to Alison Micovski, Human Resource Coordinator on [recruitment@gpsynergy.com.au](mailto:recruitment@gpsynergy.com.au)

All applications will be treated in the strictest of confidence. Only shortlisted candidates will be contacted.

*We do not accept canvassing or applications from recruitment companies.*

